Business Management and Administrative Services (BMAS) Program

COE Course/Internship-Outline

This course is a 36-week (year long) course, but the class is only 45 minutes every day with a block schedule.

First Semester

<u>Unit 1</u> – State Competencies - 3.0 Participate in Work-Based Learning Experiences

2.0 Prepare for Employment

13.0 Discuss Legal Concepts that Apply to Business

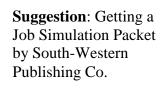
15.0 Determine Personal Responsibility and Accountability Activities Consistent with Established Organizational Goals

Weeks 1, 2 and 3 – Employment Procedures

- a. Review and complete forms:
 - i. Training agreement
 - ii. BMAS contract
 - iii. Wage and hour sheet
 - iv. Prior absence form
- b. Develop a personal resume
- c. Create letter of application
- d. Complete application
- e. Mock Interview
- f. Resignation letter
- g. Demonstrate safe and healthy work behaviors
 - i. Sexual harassment guest speaker Department of Labor
 - ii. Drug testing
 - iii. Discrimination and international etiquette
- h. Demonstrate positive work behaviors
 - i. Co-workers
 - ii. Supervisors
 - iii. Clients
- i. Professional etiquette guest speaker Scottsdale Culinary Art Institute
 - i. Dress
 - ii. Social gatherings
 - iii. Arriving on time
 - iv. Meeting deadlines
 - v. Planning and organizing work
 - vi. Monitoring and adjusting performance

Workshop – Mini-Camp

- a. Legal issues
- b. Sexual harassment
- c. Professional etiquette
- d. Labor laws
- e. Team building



Unit 2 – State Competencies – 5.0 Demonstrate Written Communication Skills

- 6.0 Evaluate the Role of Small Business in the Economy
- 10.0 Explain Business Functions within an Organization
- 12.0 Discuss Principles of Economic Systems
- 22.0 Use Computerized Information Systems and Technology

Weeks 4, 5, 6, 7, 8, & 9 – Business Communications

- a. Writing business communication
 - i. Formatting unit
 - ii. Business/Personal letters
 - iii. Memo Templates
 - iv. Reports Unbound, using MLA or APA
 - v. Itineraries
 - vi. Agendas
- b. Utilize multiple technologies for written and presentation communications
 - i. Microsoft Publisher Create brochures and flyers
 - ii. Microsoft PowerPoint

<u>Unit 3</u> – State Competency - 17.0 Demonstrate Administrative and Communication Functions

Weeks 10 and 11 - Databases

- a. Tables
- b. Forms
- c. Reports
- d. Queries

Unit 4 - State Competency – 4.0 Demonstrate Oral Communications

Weeks 12 & 13 – Oral Communications

- a. Use questioning techniques (Role Playing)
- b. Interpret verbal and non-verbal communications of audience (Body Language)
- c. Demonstrate effective telephone techniques
 - i. Phone simulation using Eduphone system
 - ii. Taking phone messages
 - iii. Create fax cover letters
 - iv. Faxing to businesses

<u>Unit 5</u> – State Competency – 20.0 Use Accounting Information to Make Business Decisions

Weeks 13, 14 & 15 – Financial Records

- a. 10-Key calculators
- b. Spreadsheets
 - i. Wage and hour sheet
 - ii. Checkbook register
 - iii. Creating and managing payroll records
 - I. Payroll simulation (Cooperative Office Education)
- c. Interpret data on financial statements (income statement, balance sheet, cash flow statement, net worth statement)
- d. Prepare comparative (actual vs. budgeted) income statements
- e. Prepare cost and revenue analysis

- f. Interpret sales forecasts
- g. Forecast financial growth based upon an organization's future

<u>Unit 6</u> – State Competencies – 8.0 Evaluate Leadership Styles Appropriate for Workplace 16.0 Demonstrate General Management Practices 18.0 Demonstrate Human Resource Management Functions

Week 16 (only one day) Video: Mummies, Monsters and Martians

- a. Evaluate leadership styles appropriate for the workplace
- b. Determine personal characteristics of effective leaders
- c. Compare/contrast leadership and management styles
- d. Compare and contrast vertical and horizontal management structures in organizations

<u>Unit 7</u> – State Competency – 19.0 Perform General Office Management Functions

Week 16 (4 days) – Maintain file systems

a. Quick filing practice – Electronic Rules 1 – 8 on diskette

<u>Unit 8</u> – State Competency – 17.0 Demonstrate Administrative and Communication Functions

Weeks 17 & 18 – Transcription

a. Allied Technology Corporations

<u>Unit 9</u> – State Competency – 1.0 Develop an Individual Career Plan (Midterm)

Ongoing Tasks - Develop an individual career plan

- a. Research career options
- b. Research using library and Internet access, using the following link: http://warrensburg.k12.mo.us/webquest/careers/index.htm
- c. Develop career goals
- d. Manage career goals

Second Semester

<u>Unit 10</u> – State Competencies – 1.0 – 22.0

Weeks 19 - 30 - Allied Technology Corporation Simulation

(Comprehensive Competency Enrichment Activity)

<u>Unit 11</u> - State Competencies - 9.0 Participate in Leadership Activities such as those Supported

by Career and Technical Student Organizations

16.0 Demonstrate General Management Practices

18.0 Demonstrate Human Resource Management Functions

Weeks 31 - 33 - Employer Appreciation and Club Activities

- a. Banquet
- b. Bagel sales
- c. Appreciation gifts
- d. Club management

<u>Unit 12</u> (Final Exam) - State Competency - 14.0 Demonstrate Marketing Concepts

Weeks 34 - 36 - Student Portfolio

The portfolio is a collection of student work that should be added to throughout life, education, and work. It is to establish a benchmark for keeping and maintaining personal information in an organized, neat manner. This portfolio is a representative sample of student work and each student should be able to present it to potential employers with pride.